

THE EBT INSIDER



Fall 2016

Overnight Hoosier Works Card Delivery

Local Office staff have the option of requesting that a replacement EBT card be sent overnight by UPS Next Day delivery for cardholders who are having trouble getting their replacement cards in the mail. These requests should be sent to EBT Central Office for evaluation and approval. Overnight requests will not be approved if there are no benefits in the account.

Overnight requests made before 11:00 a.m. will be sent out that day, for next day delivery. Requests made after 11:00 a.m. will be sent out the following business day, for delivery the day after. (Please note that requests made after 11:00 a.m. on Friday will not be processed until Monday morning for Tuesday delivery). EBT Central Office staff receive tracking information for the UPS deliveries, and can assist in locating an undelivered overnight card.

EBT Central Office also has the ability to request that a card be mailed through regular mail by the U.S. Postal Service.

For situations where cardholders are homeless or are having trouble receiving their mail, cards can be delivered to the Local Office address by regular mail or overnight.



EBT Questions? The best way to get help is by emailing the EBT Help Desk at ebt.centraloffice@fssa.in.gov. The Help Desk mailbox is monitored every business day, from 7:30am- 4:00pm.

Additional Security Password



Cardholders have the option of adding an additional security password to their account. This option was provided to stop a third party, who knows the cardholder's identifying information, from taking unauthorized action on a client's EBT card. If a cardholder has the additional security password on their account, they will be asked for this code each time they report the card lost or stolen, order a new card, change the PIN, and check their account balance and transactions. The additional security password is **not** used to make SNAP or TANF purchases, or to withdrawal TANF benefits from an ATM.

To have an additional security password put on a cardholder's account, Local Office staff must contact EBT Central Office. (Xerox EBT Customer Service Representatives are not able to add the additional security password). Local Office staff should note in CLRC that an additional security password has been placed on the account, but the actual password should not be displayed in CLRC.

What Happened to Cardholder Text Alerts?

Cardholders used to have the option of receiving text message alerts for account deposits with the previous JPMorgan EBT system. This option is not provided with the current Xerox EBT system. Cardholders can use the EBT cardholder web portal at www.connectebt.com to see account information, including account balances, deposit and pending deposit dates.

The EBT Policy Guide is on The Hub, along with previous newsletters, and other helpful EBT information. Find us on the DFR page, under "Program Information", or go to <https://intranet.fssa.in.gov/Pages/EBT-Hoosier-Works-Card.aspx>